

Chapter 3 - Program Descriptions

DEPARTMENT OF COMMUNITY, TRADE, AND ECONOMIC DEVELOPMENT (CTED)

Community Services Block Grant Program

Program Description

The CSBG program provides federal funds from the U.S. Department of Health and Human Services (HHS) for a number of social services including Housing Services and Emergency Services/Crisis Intervention Services. Services include assistance to low-income and homeless people to meet housing needs and assistance designed to respond to sudden and unexpected emergencies.

Eligibility Requirements

A household must have gross income at or below 125 percent of poverty.

Outcomes – FFY 2001

A total number of 6,086 people were assisted with job preparation, placement or development. The block grant assisted 430 people in obtaining a diploma or GED, while 4,083 participated in money management programs. The grant also allowed 4,851 people to obtain permanent housing and 2,208 to complete repairs or rehabilitation on their homes. Medical treatment or preventative services were obtained by 22,089 recipients of block grant monies.

How Services are Delivered

CTED contracts with deliver emergency assistance and housing services at the local level. Community Action Agencies serve a single county or a multi-county area and all counties in Washington State are covered by a Community Action Agency.

How the Program Serves Homeless Families

Community action agencies vary in their use of CSBG funds but many provide direct housing assistance as well as services that will prevent homelessness such as money management skill building and job placement services.

Gaps

The gaps in communities vary although funding is often a problem especially in rural areas of the state with limited capacity and local resources for human services.

Domestic Violence Legal Advocacy Program

Program Description

The Domestic Violence Legal Advocacy Program, administered by the Office of Crime Victims Advocacy, is a federally funded program that distributes federal Byrne funds to 48 service providers statewide to provide a variety of services to victims of domestic violence. These services seek to enhance the victim's access to the criminal justice system through the provision of legal advocacy. The services allow the victim an opportunity to petition the court for orders of protection, orders for financial support and/or crime victim compensation. The list of services provided include but are not limited to, information and/or assistance with protection orders, assistance with legal separation orders, assistance with legal separations, child custody, visitation. The client population includes victims made homeless as a result of abuse and who need access to shelters.

Eligibility Requirements

Any victim of domestic violence is eligible for these services.

Outcomes – SFY 2001

17, 633 adults and 17, 458 children received assistance from the 48 contracted service providers in the state during this state fiscal year.

How Services are Delivered

Each year the state receives federal Byrne money. The Office of Crime Victims Advocacy currently contracts with 48 organizations that provide direct services if they meet the following criteria:

- Have a department/unit whose primary focus includes providing advocacy based counseling for victims of domestic violence
- Provide direct legal advocacy services for their clients
- employ a legal advocate whose primary focus includes advocacy within the legal system for victims of domestic violence
- Legal advocacy meet or exceed state required training hours to ensure/maintain competence.

How the Program Serves Homeless Families

Legal advocacy services are offered at emergency shelters, domestic violence shelters and transitional housing programs. Referrals are also made through the state domestic violence

hotline. Service provider agencies conduct some form of outreach at the local community level although the level varies from agency to agency.

Gaps

Our records indicate that as far back as 1991 shelters were full and this continues to be the case. Funding levels continue to be low and are a service barrier in terms of number of clients the shelters can accept at the current funding levels. Some shelters do not accept young teenage sons of victims forcing victims to make choice between seeking shelter/ services or keeping the family intact. There continues to be a need for prevention / outreach services particularly with the homeless population. Other barriers include inadequate staff and lack of funding to obtain sufficient amounts of legal assistance and legal expertise.

**Early Childhood
Education and
Assistance Program
& Head Start**

Program Description

ECEAP and the federal Head Start program are both “whole child” comprehensive, family focused pre-kindergarten programs designed to help children and their families in poverty to prepare for and succeed in school. Both programs serve 3- and 4-year old children, and Head Start serves 5-year olds as well. Early Head Start serves children and their families in poverty from birth to 3 and is available in limited areas around the state.

Eligibility Requirements

Family income must be at or below 100 percent of the federal poverty level for Head Start. ECEAP serves families at 110 percent or below. Both programs are allowed to use up to 10% of their enrollment to serve children and families above the income limits but otherwise at risk of school failure due to developmental or other delays.

Outcomes – SFY 2001

ECEAP served 7,879 children and their families for FY01. 27,711 social service referrals were made, and children were linked to 5,925 medical exams, 6,029 dental exams, and 7,238 immunizations. All activities contributed to the overall goal of school readiness. Head Start data unavailable.

How Services are Delivered

Both ECEAP and Head Start contract with local service providers around the state. Each program is expected to perform community needs assessments and work with local input to

design a relevant service delivery system, within a framework of flexible statewide program standards. Contractors include school districts, educational service districts, community colleges, county governments, private non-profits, and tribal organizations. Services can be delivered in combinations of centers, homes, and family childcare settings.

How the Program Serves Homeless Families

ECEAP and Head Start provide consistency for children through high quality preschool education, family support and social services, medical and dental screenings/follow-up, nutritious meals, parent education and involvement. Services are individualized for families and children. Programs assist families with links to social services and resources to get jobs, childcare, housing, etc.

Gaps

Not all Head Start and ECEAP programs offer full day, full year service or wrap-around child care. Funding remains an obstacle as both programs combined reach only an estimated 60% of eligible children in Washington State.

Emergency Food Assistance Program (EFAP)

Program Description

EFAP provides funding to food banks and distribution centers to pay for the purchase of food, operational costs and equipment, and to tribes to pay for food vouchers.

Eligibility Requirements

The assistance is for families who state that they do not have the means to provide food for their families. Food banks and tribes may create additional eligibility requirements, but the requirements must be nondiscriminatory. Additional eligibility requirements must be submitted in writing.

Spending

SFY 2002 \$4,263,226. This included \$500,000 in proviso funds for equipment purchases and \$250,000 in special storm funds, neither of which is part of EFAP's carry forward budget.

Outcomes SFY 2002

1,232,000 clients (unduplicated count) visited food banks an average of slightly over 5 times per year, resulting in 6,268,000 total visits. Tribes provided vouchers to 9,900 clients, who returned an average of slightly less than twice during the year for a total of 16,500 visits.

How Services are Delivered

Clients visit food banks to apply for emergency food assistance. Typically they are given 3-7 days worth of food for their families. Some food banks also deliver bags of food to people who are homebound. Clients applying for vouchers with tribes usually fill out a simple application form, then receive a voucher worth a certain value to take to a local grocery store.

How the Program Serves Homeless Families

Almost all food banks try to accommodate homeless people by putting together bags of food that require little or no preparation and that can be cooked over a campfire. Some homeless shelters actually operate their own food banks that receive EFAP funding. Many tribes report providing services to the homeless.

Gaps

Food banks depend on cash and food contributions from individuals and companies, and these are not always sufficient to meet the need. Food banks sometimes do not have sufficient supplies of appropriate food for homeless families. In rural areas transportation is a problem for those homeless people who do not have cars. A few food banks make an effort to take boxes of food to where homeless people gather in rural areas. However, because most rural food banks are operated by volunteers who are senior citizens this service is difficult to provide.

**Emergency Shelter
Assistance Program
(ESAP)**

Program Description

The Department of Community, Trade and Economic Development helps fund emergency shelter and homelessness prevention services through a network of 167 community-based homelessness service providers.

Eligibility Requirements

Any person or family who does not have decent and safe shelter, and insufficient funds to obtain shelter, is eligible to receive shelter funded by ESAP. Persons with an immediate, documented threat of losing their current housing (i.e., an eviction notice) are eligible to receive homelessness prevention services.

Outcomes – SFY 2001

Community-based organizations participating in ESAP provided

1,220,097 shelter bednights to 49,878 individuals in 31,185 households; and 716,011 prevention bednights to 34,250 individuals in 12,112 households.

How Services are Delivered

A network of 167 community-based organizations provided emergency shelter and homelessness prevention services throughout the state.

People receiving the services funded by ESAP can receive up to 90 days of assistance in the form of:

- Traditional shelter
- Rent/mortgage assistance to prevent eviction
- First month's rent deposit to move out of a shelter and into housing
- Landlord mediation
- Case management services

ESAP gives homeless families and individuals a safe, warm and dry place to stay. In addition, local service networks, coordinated by an ESAP lead agency, work together to ensure that not only shelter but housing and extended services are available to help homeless people rebuild their lives.

How the Program Serves Homeless Families

Half of the program funds are dedicated to homeless families with minor children, and much of the other flexible funding is also used to serve families. The program requires that providers work with families to ensure that they are receiving all the Department of Social and Health Services (DSHS) assistance they are eligible to receive.

Gaps

Although requests for shelter are duplicated when people try several shelters over a period of days, turnaways are an indicator of shelter demand. There were 40,267 unfilled shelter requests by homeless families with children in SFY 2001.

Emergency Shelter Grants Program (ESGP)

Program Description

ESGP provides federal funds from the U.S. Department of Housing and Urban Development (HUD) to local nonprofit organizations, local governments or housing authorities to provide emergency shelter and services to eligible persons in non-entitlement areas of the state. The non-entitlement areas

of the state include all cities and counties except for City of Seattle, King County, City of Tacoma, Pierce County, Snohomish County, and City of Spokane. Currently, ESGP funds are awarded to local organizations through a formula allocation process.

Eligibility Requirements

Individuals and families must be homeless. Homeless means: (a) An individual or family which lacks a fixed, regular, and adequate nighttime residence; and (b) An individual who has a primary nighttime residence that is: (1) A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including voucher-paid hotels, congregate shelters, and transitional housing for persons with mental illness); (2) An institution that provides a temporary residence for individuals intended to be institutionalized; or (3) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings. The term does not include any individual imprisoned or otherwise detained pursuant to an Act of Congress or a State Law.

Outcomes - FFY 2001

- Approximately 19,214 individuals were served in FFY 2001
- An average of 2,355 children were provided shelter and services daily
- An average of 4,126 adults were provided shelter and services daily
- An average of 1,103 individuals were provided with a service other than shelter

How Services are Delivered

Services are delivered through 27 contractors made up of local government and non-profit organizations.

How the Program Serves Homeless Families

ESGP funds are used to cover emergency shelter and transitional housing operating costs, including maintenance, repair, security, operation, insurance, utilities, food, fuel and furnishings. Essential services can also be provided, including services for employment, health, drug abuse, and education.

Homeless Families Housing Program

Program Description

Capital funds are awarded for the construction, acquisition, and/or rehabilitation of facilities for emergency shelter and transitional housing units for homeless families and survivors of domestic violence. There are two specific set-aside funds: Homeless Families with Children (\$5 million) and Survivors of Domestic Violence (\$1 million for the 01-03 biennium).

Eligibility Requirements

Funds are awarded to non-profit housing developers to serve homeless families with children or survivors of domestic violence. Organizations eligible to receive funding include Community Housing Development Organizations, community-based development organizations, federally recognized Indian tribes in Washington State, local governments, non-profit organizations, public development authorities, public housing authorities, regional or state-wide nonprofit housing assistance organizations and Regional Support Networks established under RCW Chapter 71.24.

Outcomes - SFY 2001

Building or preserving 42 units and 32 beds of transitional housing.

How Services are Delivered

Funds are awarded through a competitive process to eligible non-profit organizations.

How the Program Serves Homeless Families

Acquisition, rehabilitation and/or construction of emergency shelters and transitional housing are the focus of this program. In order to receive set-aside funds, special needs projects must provide support services for families.

Gaps

Some areas of the state, particularly rural communities, have limited capacity and resources to develop new housing.

Low Income Home Energy Assistance

Program Description

This program provides fuel assistance payments to low-income households to help with the high costs of home heating. Funds are distributed by formula statewide and service providers are Community Action Agencies and units of local government.

Eligibility Requirements

Households must have an income at or below 125 percent of the federal poverty level and be able to show that they have heating costs.

Outcomes – FFY 2001

Over 56,000 low income households received an energy assistance benefit

How Services are Delivered

Applicants are determined eligible through an eligibility process at their local Community Action Agency or Energy Assistance Program provider. Benefits payments are paid directly to the heating fuel vendor on behalf of the household.

How the Program Serves Homeless Families

Energy payments are a form of homelessness prevention because they enable a low-income household to remain in the housing.

Gaps

LIHEAP benefits are not an entitlement program and funding is not sufficient to help all the families who need help. The program funding was only able to provide benefits to about 18 percent of the eligible population.

**Supportive Housing
Program (SHP)**

Program Description

SHP is a competitive federal grant from HUD that CTED administers to help people who are homeless in rural areas of Washington State. SHP provides longer term housing assistance and services so that homeless families, single adults and youth are able to break the cycle of homelessness and achieve self-sufficiency.

Eligibility Requirements

Participants must meet HUD's definition of homeless. Homeless persons are those who reside in places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings; or in an emergency shelter; or in transitional or supportive housing; or is being evicted within a week from private dwelling units and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing; or is being discharged within a week from an institution in which the person has been a resident for more than 30 consecutive days

and no subsequent residence has been identified and he/she lacks the resources and support networks needed to obtain housing.

Outcomes – FFY 2001

776 households served.

How Services are Delivered

CTED contracts with local project sponsors who provide housing assistance and case management services to people who are homeless in sixteen counties across the state.

How the Program Serves Homeless Families

SHP provides rental assistance for up to two years for eligible households. Other services include case management, housing search assistance, transportation, job referrals or training, job retention, education, mental health counseling, and other human services.

Gaps

The priority gap identified in the state's rural continuum of care is more transitional housing and case management services. Rural communities often lack the resources and capacity to offer more than basic emergency services. The SHP program provides the additional support needed to address the root causes of homelessness and help families and individuals achieve self-reliance and housing stability.

Tenant Based Rental Assistance Program (TBRA)

Program Description

CTED allocates a certain portion of federal HOME funds from HUD to be used for rental assistance for eligible households in jurisdictions that do not receive their own HOME allocation directly from HUD. Eligible households are able to receive rental subsidies that enable them to pay no more than 30 percent of their household income for rent. Assistance is provided for two years. CTED awards TBRA funds through an annual competition and organizations eligible to receive TBRA funds must have experience in administering a rental assistance program.

Eligibility Requirements

Eligible clients are individuals and families with incomes at or below 60 percent of the median household income for their county.

Outcomes – FFY 2001

237 families served.

How Services are Delivered

Rental assistance is delivered through housing authorities, community action agencies, and units of local government that collaborate with other local service providers to provide a variety of services.

How the Program Serves Homeless Families

Homeless families are one of the priority populations in this program. TBRA enables homeless families to transition from shelters to permanent housing. Participants typically receive case management services in addition to rental assistance. Variations on services are based on local program designs.

Gaps

If a community lacks sufficient affordable housing stock, or the resources to enhance the 5% administrative fee, then TBRA resources may go unused. There is no TBRA funding available for services or case management, and local programs must rely on other, often-scarce resources to support families who are trying to achieve self-sufficiency.

**Transitional
Housing, Operating
and Rent Program
(THOR)**

Program Description

The THOR program provides homeless families with children with up to two years of rental assistance, transitional facility operating subsidies, and case management to help them transition to permanent housing and self-sufficiency. The program is funded through the State General Fund. CTED awards THOR funds to eligible lead agencies in local Continuum of Care planning groups, according to a modified version HUD's allocation formula. 32 counties received THOR funds in 2001.

Eligibility Requirements

Eligible clients are homeless families with pregnant women or children under the age of 18, with incomes at or below 50 percent of the median household income for their county. THOR clients must be willing to create and follow through with a Housing Stability Plan for case management and progress assessment.

Outcomes – SFY 2001

- 858 families served; 1,889 children or pregnant women served.
- 46% transitioned to unsubsidized housing; 35%

transitioned to subsidized housing.

- 71% continued to maintain permanent housing 6 months after leaving the program.

How Services are Delivered

Rental assistance or operating subsidies are delivered through housing authorities, community action agencies, and units of local government that collaborate with other local service providers to provide a variety of services.

How the Program Serves Homeless Families

THOR enables homeless families to transition from shelters to permanent housing. Families receive case management services in addition to rental assistance. Participants must collaborate with their case managers to create a Housing Stability Plan that will connect them to a wide variety of services to address any and all barriers to reaching self-sufficiency. The case manager is responsible for tracking the family's progress, and modifying the Plan as goals are reached or problems arise.

Gaps

This is a very successful and popular program that delivers much-needed housing assistance and case management to families in need. There is always a demand for additional funds. Case management is the key to success in the THOR program, and contractors continue to search for ways to increase resources for case management for families who receive THOR assistance.

Weatherization Program

Program Description

The Weatherization Program provides energy efficiency and repair services to keep energy affordable and housing structurally sound.

Eligibility Requirements

The household must have an income at or below 125 percent of the federal poverty guidelines. All owner and rental households may be served – targeted groups include the elderly, people with disabilities, children under the age of six. Homeless shelters have also been served.

Spending FFY 2001

Total federal and state weatherization funding: \$15,900,000

Outcomes – FFY 2001

Over 4700 low-income homes weatherized resulting in, on average, 20% reduction in heating energy usage/costs.

How Services are Delivered

The weatherization services were delivered through a statewide network of 26 community based non-profit agencies.

How the Program Serves Homeless Families

Emergency shelters and transitional housing are eligible for weatherization services. Services to families with children under the age of six and household with high energy bill are prioritized to help keep families in their housing and avoid homelessness. Outreach is conducted at the local level through community media, utility companies, and other service providers.

Gaps

The gaps in communities vary although funding is often a problem especially in rural areas of the state with limited capacity and local resources for human services.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)

Additional Requirements – Emergent Needs (AREN)

Program Description

A Temporary Assistance to Needy Families (TANF)/State Family Assistance (SFA) family may qualify for a special payment to prevent the loss of housing, to secure new housing for homeless families, or to obtain new housing for victims of domestic violence. The payment may also be used to prevent a utility shut-off, provide food when no other resource is reasonably available, and to secure necessary clothing in the event of a natural disaster when relief is not immediately available through federal or state disaster assistance.

Eligibility Requirements

The family must be receiving TANF/SFA and must demonstrate their need for additional requirements resulted from a situation that was beyond their control. These families are also eligible for medical assistance.

Outcomes – SFY 2001

In SFY 2001 24,169 families received AREN assistance.

How Services Are Delivered

Services are available through 61 Community Services Offices (CSO) located throughout the state. Applications are approved on a case-by-case basis to eligible TANF/SFA families.

How the Program Serves Homeless Families

TANF/SFA families may receive special payments for emergent housing needs to:

- Secure new housing if the family is homeless
- Obtain new housing for victims of domestic violence
- Obtain new housing when the premises contains a material defect which jeopardizes the occupants' health and safety and the landlord fails to correct the defect
- To prevent eviction

In order to qualify for AREN, a family must demonstrate that the lack of funds to meet their emergent housing needs resulted from circumstances beyond their control. The AREN program is not designed to provide ongoing assistance.

**Child Protective
Services (CPS)**

Program Description

CPS performs investigations and provides family assessment and protective services for children reported to be victims of child abuse, neglect, or abandonment.

Eligibility Requirements

The CPS referral must meet department risk-screening criteria in order to be accepted for investigation. Family income level is not an eligibility factor. Families must have a current open Children's Administration/Division of Children & Family Services (CA/DCFS) case and with children at substantial likelihood of being placed out of the home. Also youth who have been in out-of-home care and who will be reunified with their family are eligible for services

Outcomes – SFY 2001

Over 41,000 CPS referrals were accepted for investigation in SFY 2001.

How Services Are Delivered

Services are available to children and families residing in any location who have entered the CPS system through an accepted report of child abuse or neglect. An array of services are included that target the reduction of abuse or neglect.

How the Program Serves Homeless Families

There are informal and formal service agreements with families and community members and organizations to assist families receiving CPS services, including those who are homeless.

Gaps

Frequent mobility may contribute to lack of family follow-through in prevention and treatment services. By policy mandate and design CPS is an intervention program. In some cases, limited availability of prevention resources may be a barrier that leads to increased need for CPS intervention.

**Consolidated
Emergency
Assistance Program
(CEAP)**

Program Description

Note: As a result of the Homeless Families Plan and the budget enacted for FY 99-01, the Legislature transferred about 80% of the CEAP funds to CTED.

The CEAP program provides a cash grant to families with specific emergent needs such as shelter, household maintenance, food, clothing, medical, and job-related transportation or clothing. The cash payment is limited to the amount needed for the emergent need, or the TANF grant payment standard based on family size, whichever is less. A family may receive CEAP benefits only once in a 12-month period.

Eligibility Requirements

To receive CEAP, all household members must be ineligible for TANF, State Family Assistance, Refugee Cash Assistance, and Diversion Cash Assistance. To qualify for CEAP, a family may have income up to 90% of the TANF grant standard. Any non-exempt family resources, such as money in a bank account, are deducted from the CEAP payment. When CEAP is authorized, eligibility for medical assistance is also determined.

Outcomes – SFY 2001

An average of 125 people received CEAP each month for SFY 2001.

How Services Are Delivered

DSHS headquarters and field offices work closely with CTED staff and contracted housing providers to assist families and connect them with the appropriate resources.

How the Program Serves Homeless Families

This program is designed as a homelessness prevention resource for non-TANF eligible families. Most of the families served are not currently residing in emergency shelters or transitional housing, but some who are may qualify and need this resource in order to secure new housing. The maximum amount of payment per family and the once-in-12-months use limits the help each family may receive. These and other restrictions are imposed by statute and rule to make the limited funds available to as many eligible families as possible.

Diversion Cash Assistance (DCA)

Program Description

The purpose of DCA is to provide an alternative to ongoing TANF/SFA assistance by providing the family a one-time cash payment to meet specific emergency needs. DCA may pay for

emergent needs such as shelter, transportation, or medical assistance. The payment is limited based on need, up to a maximum of \$1,500. A family can only receive a DCA grant once in a 12-month period.

Eligibility Requirements

A family must be eligible for TANF/SFA and must demonstrate that the DCA payment would enable them to either achieve or maintain self-sufficiency. If the family receives TANF within 12 months of receiving DCA, they must repay a pro-rated portion of the DCA amount. If the family is eligible for DCA, they are also eligible for medical assistance.

Outcomes – SFY 2001

For SFY 2001, an average of 810 people received DCA benefits each month.

How Services Are Delivered

Services are available through 61 CSOs located throughout the state. Applications are approved on a case-by-case basis to eligible TANF/SFA families.

How the Program Serves Homeless Families

Families who are eligible for TANF and apply because of an emergent housing need may choose to receive a DCA payment in lieu of TANF. The family must demonstrate that the DCA payment will allow them to achieve or maintain self-sufficiency. The majority of DCA payments are used for housing. In the event a family begins to receive TANF within 12 months of receiving DCA, the DCA payment is considered a loan and must be repaid. The amount of the repayment is prorated based on the number of months the family was able to stay off of TANF. DCA is repaid by deducting the payment directly from the family's TANF cash grant.

**Domestic Violence
Shelters**

Program Description

Shelter/safe home and supportive services are provided to victims of domestic violence and their children through department contracts with eligible community based agencies.

Eligibility Requirements

Priority for shelter is given to victims in immediate danger or at risk; services are available to domestic violence victims and their children.

Outcomes – SFY 2001

Services are provided through 44 domestic violence shelter/safe home programs. For SFY 2001, 25,031 adults

and children received services. Of these, 6,727 were sheltered for a total of 123,418 bed nights. This information is based on quarterly data submitted by contractor programs.

How Services Are Delivered

Contracted agencies provide shelter and work with victims on safety planning, advocacy for needed services/system response, and post-shelter options, including housing.

How the Program Serves Homeless Families

A few programs allow longer time in shelter (more than 30 days) if housing is not available and space is available given priority for sheltering. If shelter space is not available, the agency refers the caller to other sources of possible housing.

Gaps

There are limited domestic violence shelter/safe home beds and resources to provide more comprehensive, in-depth services, such as age appropriate children's services, chemical dependency and mental health services, legal services, culturally competent services for specific cultural and ethnic populations. Access to services in rural communities without public transportation is limited. There are limited transitional and permanent housing options beyond emergency shelter/safe home facilities.

Family Preservation Services (FPS)

Program Description

FPS provides in-home counseling services for at-risk families to prevent out-of-home care and to return children home who are already in out-of-home care.

Outcomes – SFY 2001

It is estimated that 2,300 families received FPS and Intensive FPS in SFY 2001. (This number may represent families who received multiple services).

How Services Are Delivered

Families may be served in any residential location. If the family has an open case with DCFS and the child is at risk of being placed into care, the DCFS social worker can authorize FPS. In certain CPS cases, staff and contracted providers

approach families and inform them of FPS services as an option.

How the Program Serves Homeless Families

The interventions can provide clinical support and assistance with identification of community resources for permanent housing. Brochures on services are provided to agencies with links to serving homeless families.

Foster Care Program

Program Description

The Foster Care program provides out-of-home placements and related supportive services for children from birth to age 18.

Eligibility Requirements

Placement of children due to abuse, neglect, or abandonment.

Outcomes – SFY 2001

The number of children served each month in Family Foster Care has ranged between 7500 and 8500 over the past five years, including SFY 2001.

How Services Are Delivered

The Foster Care Program coordinates services and assists families to acquire or maintain housing and to develop and support case plans for child and family unification. The program works closely with hospitals, foster parents, parents, public health departments, juvenile courts, guardians ad litem, mental health programs, and educational institutions.

How the Program Serves Homeless Families

The Foster Care program provides case management services that can help families maintain precarious housing situations or re-establish housing.

Gaps

Homelessness makes it difficult to locate and work with families. In addition, these families may have significant fears about working with the bureaucracy. Some families may require services more intensive and long-term than the system can provide.

Home Based Services

Program Description

Home Based Services are designed to prevent or resolve family problems that may result in the need to place the children in out-of-home placements.

Eligibility Requirements

The family or individual must have an open case with the DCFS' CPS, Child Welfare Services, or Family Reconciliation Services.

Outcomes – SFY 2001

Over 13,000 clients received one or more home-based service in SFY 2001.

How Services Are Delivered

By design, the services offered are flexible and tailored to the individual needs of the family. The program may include the purchase of basic goods and services, paraprofessional services, parent training, in home counseling.

How the Program Serves Homeless Families

In some cases, Home Based Services may be a source of limited funds for rental or other housing assistance to enable a potentially homeless parent to retain housing. This type of assistance is for the purpose of helping the family to retain or regain physical custody of a child in out-of-home care.

Gaps

The Home Based Services budget is limited. Basic needs assistance is time-limited and subject to resource availability. Some private providers are reluctant to be involved with the DSHS social services payment system.

Homeless Child Care

Program Description

The Homeless Child Care program offers childcare subsidies for homeless families. The goal of the program is to support parent efforts in securing permanent housing, seeking employment, attending appointments for health care, treating substance abuse, obtaining legal assistance or other social services needed to achieve family stability.

Eligibility Requirements

The family must be homeless or in temporary or transitional housing, need childcare due to involvement in approved activities identified above, and not be eligible for other subsidized childcare programs.

Outcomes – SFY 2002

1585 is the duplicated count of children receiving childcare in SFY 2002 (children are counted each month the family receives child care).

How Services Are Delivered

The program provides regular, or special need childcare for homeless children whose families meet the eligibility criteria. Children ages 0 – 5 receive priority services; children to age 12 may be served. Authorizations are made to licensed/certified childcare providers at standard DSHS subsidy rates for a limited period of time. Bonuses available to providers help increase accessibility for homeless children. Limited resources are available for augmented services associated with childcare, such as lunch, transportation and field trips.

How the Program Serves Homeless Families

Contracted agencies perform outreach activities and work with local shelters, state offices, and other organizations that serve the homeless population.

Gaps

Licensed providers are not always able to provide short-term, drop-in childcare. Only families involved in approved activities are able to access this program.

This program is available statewide and in most areas all eligible families who apply can be served. Contracted agencies frequently report that many homeless families are able to access DSHS/Working Connections Child Care Program. This mainstream service provides greater stability for the family and is the preferable choice.

**Housing Support
Services (Pregnant
and Parenting
Women)**

Program Description

The program provides housing for women and their children in a drug and alcohol free residence. Housing may be shared or independent living in an apartment. Women are linked via case management to medical care, family planning services, vocational/employment services and stable housing. They receive support through monitoring of treatment participation and other services as necessary. Women may stay up to 18 months.

Eligibility Requirements

Women must be alcohol/drug free and have completed treatment within the last 12 months or currently be in treatment.

A participant's income must be below 185% of the Federal Poverty Level at the time of entry into housing support services.

Outcomes – SFY 2001

Approximately 160 women and children are served each year.

How Services Are Delivered

The program reduces use of emergency shelters by providing alternative housing.

How the Program Serves Homeless Families

The program reduces the incidence of families (women and children) ending up on the streets. Services are available in Clark, Yakima, Thurston, King, Spokane, Kitsap and Pierce Counties. In some counties the housing is in single-family residences where several women and their families share a house. In other counties, service providers contract with DASA to find apartments for women and children.

Medicaid Treatment Child Care

Program Description

Medically necessary psychosocial services are provided to young children at risk of child abuse and neglect.

Eligibility Requirements

Families must have a current open DCFS case or be a family for whom referrals of abuse/neglect have been made and accepted for investigation. Children may be living in their own family homes or in foster care.

Outcomes – SFY 2001

500 children receive services each month.

How Services Are Delivered

Each child is assessed and an Individual Treatment Plan is developed to address identified needs. Services include:

- Therapeutic play
- Individual counseling for behavior modification
- Family counseling

- Group interventions for both the child and parents
- Monthly home visits
- Facilitated groups for care givers

How the Program Serves Homeless Families

Children living in a variety of residential settings are served, including emergency shelters and transitional housing. Four hours a day are provided in the program, plus round trip transportation.

**Medical Assistance
for Categorically
Needy (CN)**

Program Description and Eligibility

CN Family Medical

Families with dependent children under age 19 whose income and resources are below TANF limits may receive both cash and CN-Family Medical benefits. Persons can apply for medical assistance without applying for cash. While a TANF cash grant may be limited to five years, there is no time limit on CN-Family Medical benefits as long as the household is otherwise eligible.

Help for working families

Working families are eligible for 12 months of extended CN benefits when they lose TANF cash or CN-Family medical due to earned income increases above program standards. This medical extension is sometimes called Transitional Medical Assistance (TMA). A premium is charged for the second six months for non-pregnant adults when the family's countable income is over 100% of the federal poverty level. American Indian/Alaska Natives are exempt from payment of premiums.

Help for pregnant women

The CN medical program for low-income pregnant women has no resource limits and the income limits are based on 185 percent of the federal poverty level. A pregnant woman can be eligible at any time during her pregnancy. Once eligible, the woman continues to be eligible throughout the pregnancy and postpartum period regardless of changes in income and household composition. Family planning is available for an additional 10 months regardless of how the pregnancy ends.

Children's Medical Programs

Newborns are automatically eligible for CN coverage for 12 months if their mothers received medical benefits at the time of the child's birth. There are no income or resource limits. Children under 19: This CN program has no resource limit and

income limits are based on 200% of the federal poverty level. Living with a parent/guardian is not a requirement. Children remain eligible for 12 months regardless of change in circumstances. For working families with income between 200% and 250% federal poverty level, the Children's Health Insurance Program (CHIP) is available.

How Services Are Delivered

Applications are available through neighborhood CSOs. Persons who have access to public computers (i.e., libraries, government or community advocacy offices) can apply on-line. A face-to-face interview is not necessary if the family is applying only for medical.

CN medical programs provide full scope medical services including prescriptions but have limits on dental programs. Washington's managed care plan is called Healthy Options and is provided to families with children. About one-third of Medicaid clients are in managed care plans. Other clients have fee-for-service which means they can see any physician who will accept the Medicaid payment.

How the Program Serves Homeless Families

Access to healthcare allows homeless families to reach and maintain the wellness necessary to pursue employment, housing and family stability.

Gaps

Homeless families face some barriers including:

- Limited access to community education about programs;
- Systems geared to persons who have mailing addresses don't serve:
- Those who may move before the application is approved; and/or
- Don't get the medical ID card to give their care provider; or
- Are assigned a managed care provider based on their residence and don't know how to disenroll while they seek an address;
- Current application methods (phone, mail, FAX or online) may not suit these families. Providing program information and application forms to those who deal directly with homeless families might be beneficial.

Pregnant, Post-partum, Parenting Women (PPPW) Chemical Dependency Residential Treatment

Program Description

This program provides gender specific residential treatment for women and their children up to the age of six.

Eligibility Requirements

Pregnant, post-partum, parenting women are eligible for services.

Outcomes – SFY 2001

250 women + 250 children 5 years or younger.

How Services Are Delivered

While receiving residential chemical dependency services, women are linked to other relevant services such as vocational, employment, and financial assistance, medical, mental and behavioral health providers, and child development and educational resources.

How the Program Serves Homeless Families

Women are referred to treatment through a variety of sources, including outreach to homeless shelters, domestic violence programs, behavioral health services, primary care providers, and other systems serving women and children. Transitional housing is provided for up to 18 months to women who have completed treatment or who are currently in treatment. Safe housing has been demonstrated to stabilize recovery and the family functioning.

Regional Support Networks

Program Description

The Mental Health Division (MHD) contracts with 14 mental health authorities known as Regional Support Networks (RSNs). RSNs are autonomous administrative entities accountable for the provision of local mental health services, which they purchase through sub-contracts with licensed/certified providers. RSNs receive consolidated funding based on a distribution formula and capitated rate for eligible service recipients.

Eligibility Requirements

All individuals are eligible for crisis services. An eligible service recipient is defined as Medicaid eligible, which means the recipient must have exhibited a chronic and serious mental illness with substantial adverse effects on the person's cognitive or volitional functioning, or appear to have a mental illness and be in need of medically necessary treatment.

Eligible children must have severe emotional disturbances and meet other specific situational criteria.

Outcomes – SFY 2001

6,801 homeless individuals received services in community outpatient settings in calendar year SFY 2001. Statewide, 6,231 homeless adults received mental health services funded by RSNs, and 579 homeless children received mental health services. All fourteen RSNs include homeless individuals as part of their service population.

How Services Are Delivered

Service recipients are provided individualized and tailored care through teams, flexible funds, and advocacy services such as the RSN Ombudsman services. Some RSNs are able to provide services only to the most severely ill persons who are Medicaid eligible and display “medical necessity.” These people are eligible for a standardized array of services which include an involuntary treatment program; and a prepaid health plan which provides 1) mental health services; and 2) community psychiatric inpatient care when authorized.

How the Program Serves Homeless Families

Mental health services are provided to homeless individuals by all RSNs. However, on-the-street outreach and engagement services are funded primarily through the Federal Projects for Assistance in Transition from Homelessness (PATH) Program. Through the program, Center of Mental Health Services (CMHS) distributes Federal funds to states and territories to support the delivery of services to individuals with serious mental illness (and those with co-occurring mental and substance abuse disorders) who are homeless or at risk of becoming homeless. States are required to match funds with \$1 for every \$3 received in federal funds, and they have considerable flexibility in designing programs to meet the specific needs of the state’s homeless people with mental illness. In recent years, state and local support was more than double the sums required by the match.

The RSNs who received PATH funding in fiscal year 2001 were North Sound, Pierce, King, Thurston, and Spokane. Over 1999 homeless individuals received services through these PATH programs.

Gaps

Gaps in services arise due to limitations on both fiscal and staff resources, limitations on eligibility, and limitations on engagement and prevention services. Other barriers are created by lack of public awareness of services and historical resistance to formal service systems.

**State Family
Assistance (SFA)
Program Description**

The SFA program provides the same services and cash payments provided as part of the TANF program.

Eligibility Requirements

SFA eligibility follows TANF eligibility criteria, except the family must consist of legal immigrants who are ineligible for TANF solely because of their immigration status. SFA is also available for children under 21 who are in special education or making satisfactory academic progress in a full-time secondary school program and are otherwise eligible for TANF.

Outcomes – SFY 2002

885 persons received SFA benefits in July 2002.

How Services Are Delivered

Services are provided through case management and related service delivery.

How the Program Serves Homeless Families

SFA is available to homeless families following the same process in which TANF is provided.

**State Food
Assistance Program
(FAP)**

Program Description

A component of the Basic Food Program that provides benefits used to purchase food.

Eligibility Requirements

Legal immigrants who otherwise qualify for federal food stamps but were cut off by federal law.

Outcomes – SFY 2001

A monthly average of 19,312 persons in 5,319 families received State Food Assistance benefits in SFY 2001.

How Services Are Delivered

This is a state program administered by DSHS through the CSO.

How the Program Serves Homeless Families

Homeless families are still eligible for the Basic Food Program even if they are living in and receiving meals at a shelter.

Homeless families qualify for expedited Basic Food. This means that they must receive their Basic Food benefits within 5 days after applying. Washington State chose to keep homeless families eligible for expedited Basic Food benefits even though the federal regulations no longer require it. In addition, people with very limited income and resources, migrant and seasonal workers, and people whose rent and utilities exceed their income and resources (at-risk for eviction) also qualify for expedited Basic Food benefits.

Substance Abuse Assessment and Treatment

Program Description

The program provides assessment, detoxification, and outpatient treatment and opiate dependency services. Examples of outpatient services are: (1) intensive outpatient, a concentrated program of individual and group counseling, education, and activities for detoxified alcoholics and addicts and their families; and, (2) outpatient, individual and group treatment services of varying duration and intensity according to clinical eligibility criteria.

Eligibility Requirements

Indigent or low income addicted persons with priority for youth, pregnant and parenting women, intravenous drug users, and CPS referrals.

Outcomes – SFY 2001

Among homeless adults with children in their care, 164 individuals entered treatment (an additional 18 received detoxification services, which is not considered a treatment service). The following treatment services were provided:

Intensive Inpatient	36
Long-Term Residential	18
Recovery House	6
Intensive Outpatient	57
Outpatient	41
MICA (dual disorder) Outpatient	1
Opiate Substitution Treatment	5

In SFY 2001, 84 homeless adolescents (younger than 18) received chemical dependency treatment. An additional 36

received detoxification services. The following treatment services were provided:

Division of Alcohol and Substance Abuse (DASA)	
Intensive Inpatient	26
Recovery House	6
Intensive Outpatient	12
Outpatient	34
MICA (dual disorder) Outpatient	1
Group Care Enhancement	2

There were ten homeless adolescents under 18 reporting they had children with them when they went into treatment.

How Services Are Delivered

Emergency shelters, including domestic violence shelters, refer and house people who utilize assessment and treatment services. Many counties participate in providing transitional housing for families in recovery from alcohol and other drugs.

How the Program Serves Homeless Families

Outreach is done specifically to reach pregnant women, youth, and intravenous drug users – many of whom are homeless or in transitional living situations including on the streets. Treatment providers attempt to help people with aspects of their lives that impact recovery – including homelessness. Some homeless patients are referred to residential treatment and are assisted with aftercare living arrangements.

Gaps

Limited treatment resources are available, and there is additional demand for safe and alcohol and drug free housing.

**Substance Abuse
Community
Information
Outreach and
Referral Services**

Program Description

This program funds Community Education activities, Alcohol/Drug Information School, Community Outreach, and Referral and Crisis services in the community. Services may be directed toward general or specific population groups.

Eligibility Requirements

Specific criteria vary by county; in general, services are available to pregnant and parenting women, battered women, and opiate intravenous drug users.

How Services Are Delivered

Service delivery varies from county to county. Some counties

meet with staff of emergency shelters and transitional housing agencies and distribute information about treatment resources. Some counties have direct outreach to domestic violence shelters and transitional housing. .

How the Program Serves Homeless Families

Alcohol and other drug addiction increases the risk of individuals and families losing income and housing. Outreach and referral programs address this risk in the client population. Most counties provide outreach to homeless people on the street through the opiate/intravenous drug users outreach programs and pilot programs targeting pregnant women who may be homeless on the street.

Gaps

Outreach and referral services are limited. Limited funding results in most resources being directed to assessment and treatment services. Since treatment slots are limited, most outreach is also limited because demand already exceeds capacity.

Substance Abuse Shelter Services

Program Description

The program provides shelter to chemically dependent persons. Shelter services include Pregnant and Postpartum Women's Transitional Care Shelter, as well as sobering services. This is not a detoxification service; sobering services are for the chronic public inebriate and provide a safe place to sober up.

Eligibility Requirements

Indigent and low-income clients in need of safe and sober housing.

Outcomes – SFY 2001

300+ women and 300+ children 5 years or younger are served by the program each year.

How Services Are Delivered

DASA funded shelter services are open to all people in treatment who need shelter. Clients who live in housing situations that threaten their ability to maintain recovery are eligible for shelter services.

How the Program Serves Homeless Families

Outreach for shelter services is provided by staff in the

treatment programs and limited to their clients who need shelter

.

Gaps

Many DASA shelter and transitional housing programs have limited space for clients with children. Housing support services are provided for up to 18 months to women who have completed treatment or who are currently in treatment.

Support Services

Program Description

The program provides support services to persons seeking and participating in alcohol and drug abuse treatment. Support services include family support services, transportation, Alcohol and Drug Addiction Treatment and Support Act (ADATSA) living stipends, case management, childcare, and youth supervised recreation.

Eligibility Requirements

Services are available to clients in need of support services to enter and stay in treatment.

Outcomes – SFY 2001

Approximately 12, 500 people are served each year.

How Services Are Delivered

The program provides support services to persons seeking and participating in substance abuse treatment. Support services include:

- Child care
- Interpreters
- Group care enhancement
- Family hardship funds
- Intensive family case management
- Health care physicals
- Psychiatric evaluations
- Urinalysis
- Housing support

How the Program Serves Homeless Families

Clients in emergency shelters have needs for transportation, childcare and other support services to enter and stay in treatment, and these same services support people who are already in treatment to be successful.

Gaps

Support services are limited by available funds. Increased

Temporary Assistance to Needy Families (TANF) Program Description

resources would increase the ability to assist people outside the traditional referral system. There is no outreach for the services for people not currently in treatment.

TANF families receive employment and support services aimed at helping them achieve self-sufficiency. The TANF program provides low-income families with children with ongoing cash assistance for the basic necessities such as food, clothing, and shelter. The amount of the cash grant varies with family size.

Eligibility Requirements

Families with minor children who meet low-income and limited resource criteria are eligible for the TANF program. Families may receive TANF for a total of 60 months. Pregnant women who have no other children in their care are also eligible for TANF.

A family's net monthly income may not exceed the TANF payment standard. To support work, 50 percent of the family's gross earned income is exempt from consideration when determining eligibility and payment level. To be eligible for TANF, a family may have no more than \$1,000 in countable resources.

Outcomes – SFY 2001

A monthly average of 57,753 households comprising 143,773 persons received TANF benefits in SFY 2001.

How Services Are Delivered

Support services are provided through ongoing case management and the development of an Individual Responsibility Plan. Services are generally focused on employment and include child care, transportation, referrals to programs for treatment for drug/alcohol addiction, and referrals to other agencies for domestic violence counseling.

How the Program Serves Homeless Families

For all programs, clients who state they are homeless are seen for assessment of emergent needs by financial or social service staff the day they contact the CSO. At the minimum, they obtain a referral to an appropriate community resource. TANF clients may receive AREN to prevent eviction or to obtain permanent housing if they are homeless.

While most adults in a TANF family must participate in work related activities or have their cash grants reduced, adults in homeless families may be deferred from immediate job search so that they can find housing to stabilize their family's living situation. Participants may be deferred for 30 days while working on issue resolution and have this serve as their full time work activity. If the participant needs additional time, the deferral may be extended. Childcare and/or transportation are available to assist them to locate housing and stabilize their situation.

Community workers, family planning nurses, and social workers visit areas that have a high number of homeless families and distribute information about key financial and food assistance programs. Nurses encourage pregnant women to enroll in First Steps. Community workers assist homeless families to secure housing.

During the TANF application process, an initial screening for domestic violence may result in referrals to shelters, and authorization of AREN for housing if the family is homeless. In addition to the ability to receive benefits at the CSO, persons who have experienced family violence or victims of domestic violence can receive mail through the Secretary of State's Address Confidentiality program. DV victims in the Address program can apply at any CSO for TANF, Medical Assistance, and Food Stamps. Homeless families with no mailing address can have their cash grants mailed to the local Community Services Office for pick up each month. With the conversion to an EBT card, benefits are available electronically. This eliminates the barriers encountered in receiving mail when the family is homeless or keeps moving from place to place.

**Washington Basic
Food Program
(formerly Food
Stamps)**

Program Description

The program provides benefits used to purchase food.

Eligibility Requirements

Eligible families and individuals must meet low-income and low resource requirements.

Outcomes – SFY 2001

An average of 317,231 persons in 144,647 families received Basic Food benefits each month in SFY 2001.

How Services Are Delivered

This is a federal program administered by DSHS. The Basic

Food application is completed jointly with the TANF and medical assistance applications, to reduce the need for a family to make multiple trips to the CSO.

How the Program Serves Homeless Families

Homeless families are still eligible for Basic Food even if they are living in and receiving meals at a shelter.

Homeless families qualify for expedited Basic Food. This means that they must receive Basic Food within 5 days after applying. Washington State chose to keep homeless families eligible for expedited Basic Food even though the federal regulations no longer require it. In addition, people with very limited income and resources, migrant and seasonal workers, and people whose rent and utilities exceed their income and resources (at-risk for eviction) also qualify for expedited Basic Food.

The state contracts with community non-profit organizations to provide Basic Food Education and outreach. These non-profits provide information about the Basic Food Program and the address of the local CSO to clients at their agency and at places in the community such as food banks, senior meal sites, homeless shelters, migrant housing, and low-income housing.

Homeless families move from CSO to CSO and lack a mailing address. To address this barrier, DSHS had allowed clients who lack their own residence to pick up their food stamps at the CSO, a PO Box, or another residence. The State's conversion from paper food stamps to an Electronic Benefits Transfer (EBT) system, completed in 1999, has greatly reduced this barrier. With an EBT (debit) card, the monthly benefits do not have to be mailed or picked up; they are automatically available on the card.

Gaps

Outreach funds are limited by the availability of state matching funds to draw federal dollars.

DEPARTMENT OF HEALTH

Community and Migrant Health Centers (CMHC)

Program Description and Eligibility

Low income and uninsured people may receive primary care medical, dental, and if available, mental health services regardless of ability to pay in the network of federal and state funded CMHCs. As a requirement of both the state and federal funds, the CMHCs must provide services to regardless of their method of payment (Medicaid, Medicare, private pay, and sliding fee discount). There are 29 not-for-profit clinics that operate approximately 120 delivery sites.

Outcomes

A total of 389,335 medical clients and 135,892 dental clients received services at the Community Health Clinics (CHC). Out of the total number of clients receiving services at the community health clinics, 86% (328,673 medical and 120,393 dental clients) had incomes below 200% of the federal poverty level.

Thirty-six percent of the client population (162,857) with incomes below 200% of the federal poverty level had no insurance coverage such as Medicaid, Medicare, or Basic Health (BH). This is the primary population that Community Health Services (CHS) grant funds assist in paying for services. (Based on CY 2001, data provided courtesy of Community Health Services, WA State Health Care Authority).

How the program serves Homeless Families

CHCs receive additional federal funds through the Public Health Service Act, Health Care for the Homeless program. These CHCs are located in Pierce, King, Skagit, Spokane, and Whatcom Counties. The CHCs provided medical services to 14,846 men, women, and children and dental services to 1,330 during calendar year 2001.

Gaps

While CHCs are located in many underserved urban and rural areas, there are areas of the state where there is not a publicly funded health center. Additionally there are capacity issues as a result of the shortage of health care professionals. Any reduction in Medicaid eligibility will increase the number of uninsured and the demand for access through these resources.